



VPN Remote Access Documentation

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1. Point your web browser to <http://remote.courts.michigan.gov>
 - 1.1. Be sure to use “michigan” rather than “mi.”
2. Follow the instructions on the web page to install the Cisco Secure Desktop software. Click on the warning message at the top of your browser to begin the process.

This website wants to install the following add-on: 'Cisco Secure Desktop' from 'Cisco Systems, Inc.'. If you trust the add-on and want to install it, click here...

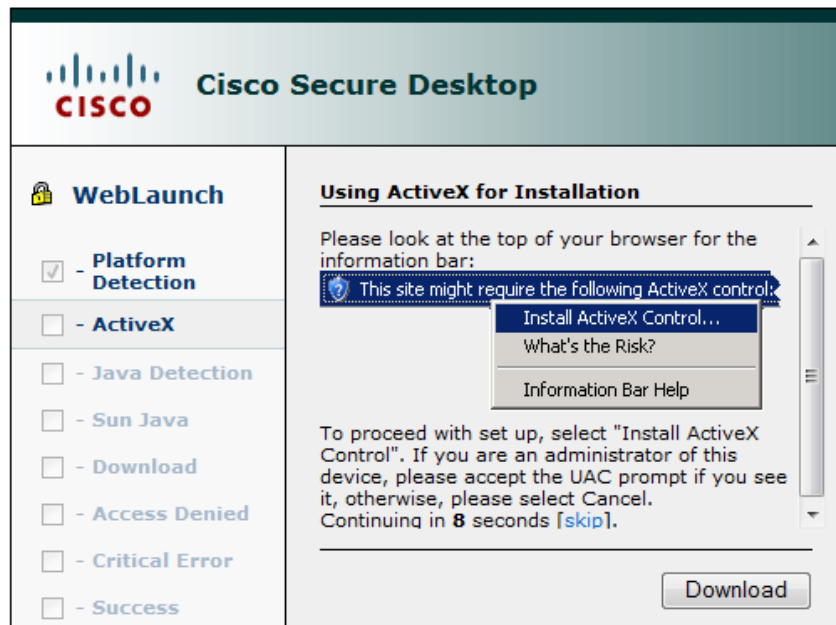


Figure 1: Cisco Secure Desktop Installation

3. Click the “Install” button to proceed.



Figure 2: Security Warning



4. After the installation has completed you will see the Michigan Supreme Court – Secure VPN Service page.

Figure 3: MSC Secure VPN Service Page

5. From the “GROUP:” drop-down list, select the remote access policy you have been assigned.

5.1. For example, **MSC_User**.

6. Enter your username, for example “mercerc” – without the quotes. **If you have a PIN, skip steps 7 – 9** and enter your passcode as PIN + token code. If your PIN = 1234 and tokencode = 159759 then your passcode is 1234159759.

Figure 4: Login prompt



7. Your initial login passcode is the 6 digits on your RSA SecurID token.



Figure 5: SID700 SecurID token

8. If you do not have a PIN, you will be prompted to create one. Choose a PIN from 4 to 8 digits and click “Continue.”

A dialog box titled "New PIN Required" with a dark header. The main text reads: "You must enter a new numeric PIN from 4 to 8 digits to continue." Below this, there are two input fields: "New PIN" and "Verify PIN". At the bottom, there are two buttons: "Continue" and "Cancel".

Figure 6: New PIN required

9. Wait for the token code to change then enter your passcode. Your passcode is the combination of your PIN and token code. For example, if your PIN is “1234” and your token code is “159759” then your passcode is “1234159759” – without the quotes.

IMPORTANT: From this point on you will use your passcode to authenticate.

PIN + token code = passcode

A dialog box titled "Login" with a dark header. The main text reads: "Enter new PIN with the next card code to complete authentication." Below this, it says: "More information is required to log in." There is a single input field labeled "Response". At the bottom, there are two buttons: "Continue" and "Cancel".

Figure 7: Verify passcode



10. After you have successfully authenticated, you will see the VPN portal with links to your assigned resources.



Figure 8: Secure VPN portal

11. Click on the Citrix link, login using your **Novell** username and password. Use the default settings for NDS context, and NDS tree.

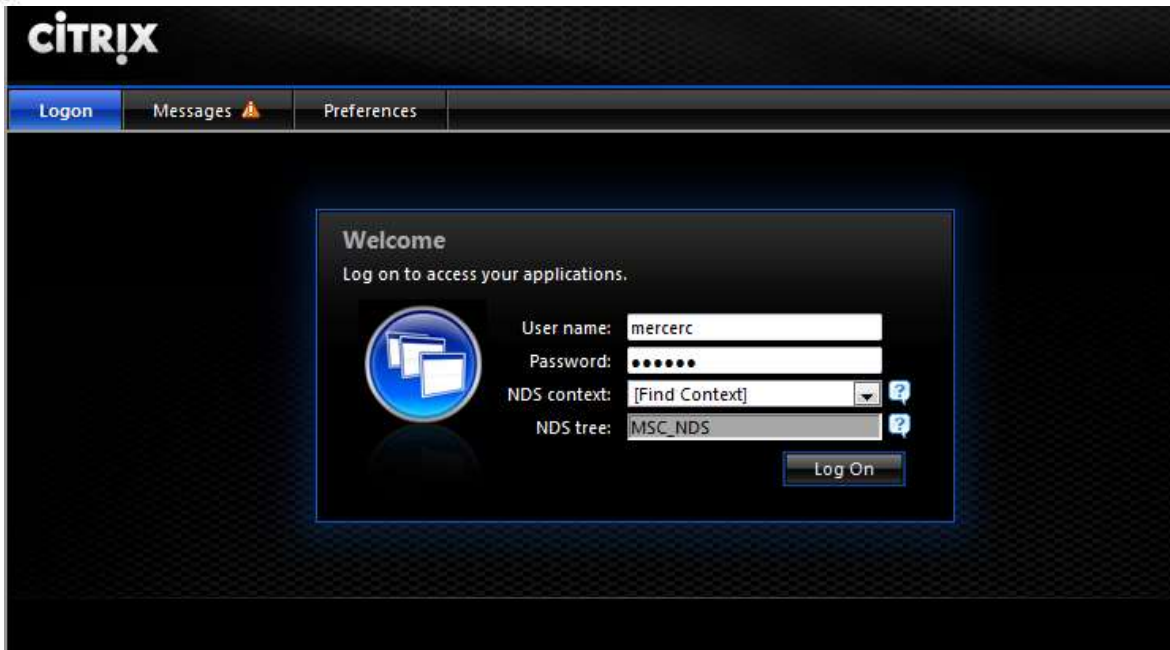


Figure 9: Citrix Logon

12. Install the Citrix Client. Check the box to accept the Citrix license agreement, next click the “Download” button to continue.

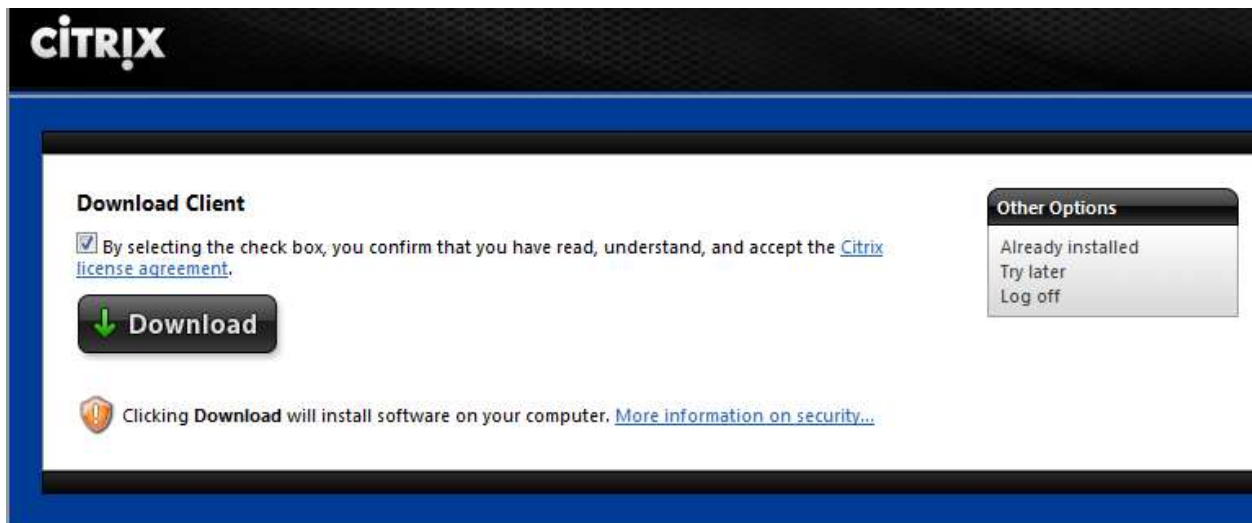


Figure 10: Download the Citrix client

13. On the File Download – Security Warning dialog box, click the “Run” button.

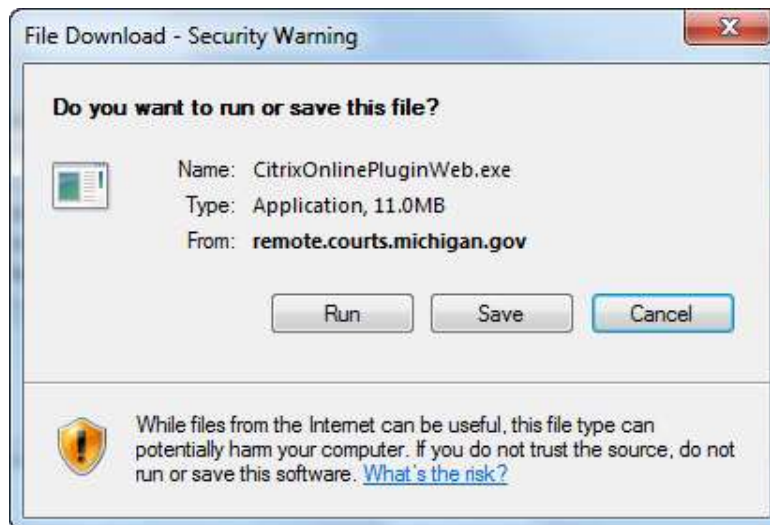


Figure 11: Citrix file download warning

14. On the Internet Explorer – Security Warning dialog box, click the “Run” button.



Figure 12: Internet Explorer - security warning

14.1. Once you see the “Installation completed successfully” dialog box, click “OK” to continue.

15. Next click on the Citrix Helper Control warning at the top of your browser window and choose “Run Add-on” from the menu.

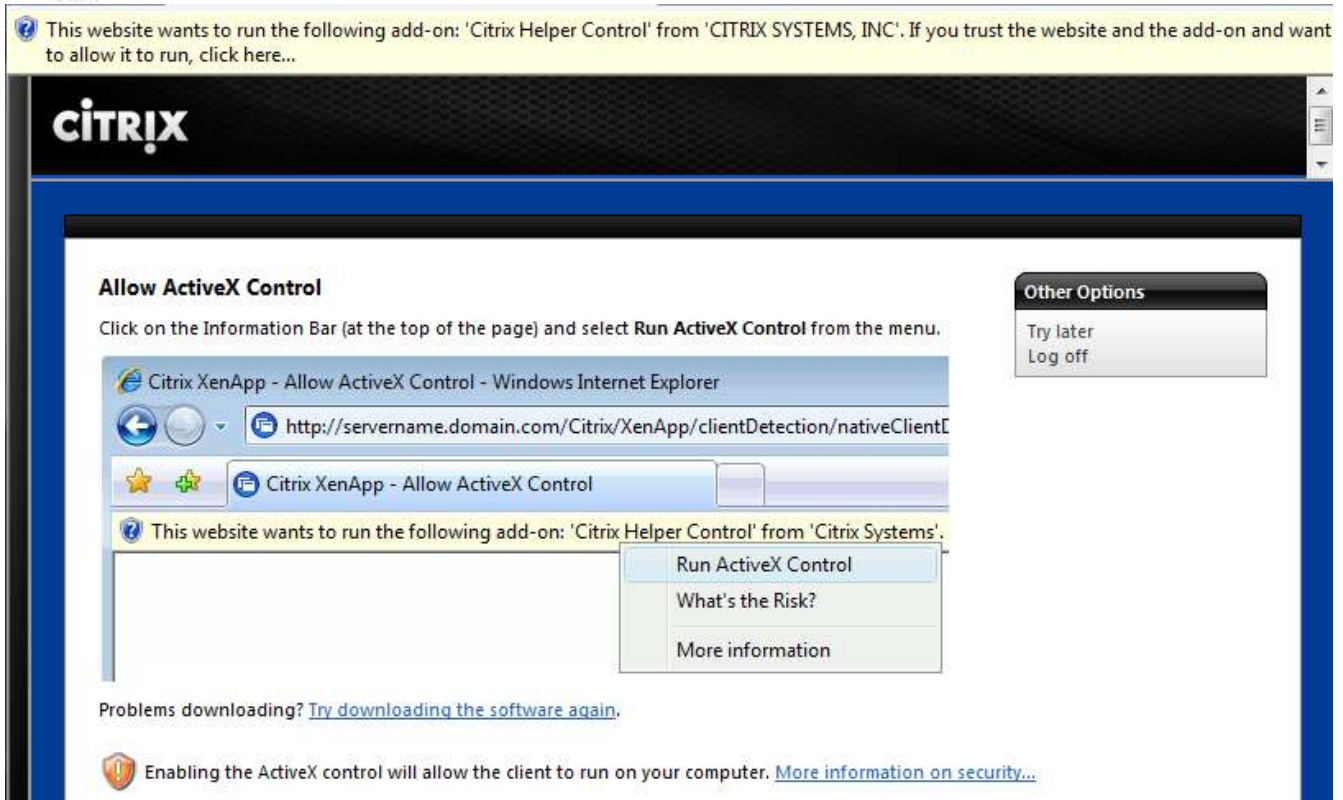


Figure 13: Citrix Helper Control ActiveX warning



16. On the Internet Explorer – Security Warning dialog box, click the “Run” button.



Figure 14: Internet Explorer - Citrix Helper warning

17. You will now see the Citrix application portal. The Citrix portal will allow you to access your assigned applications.

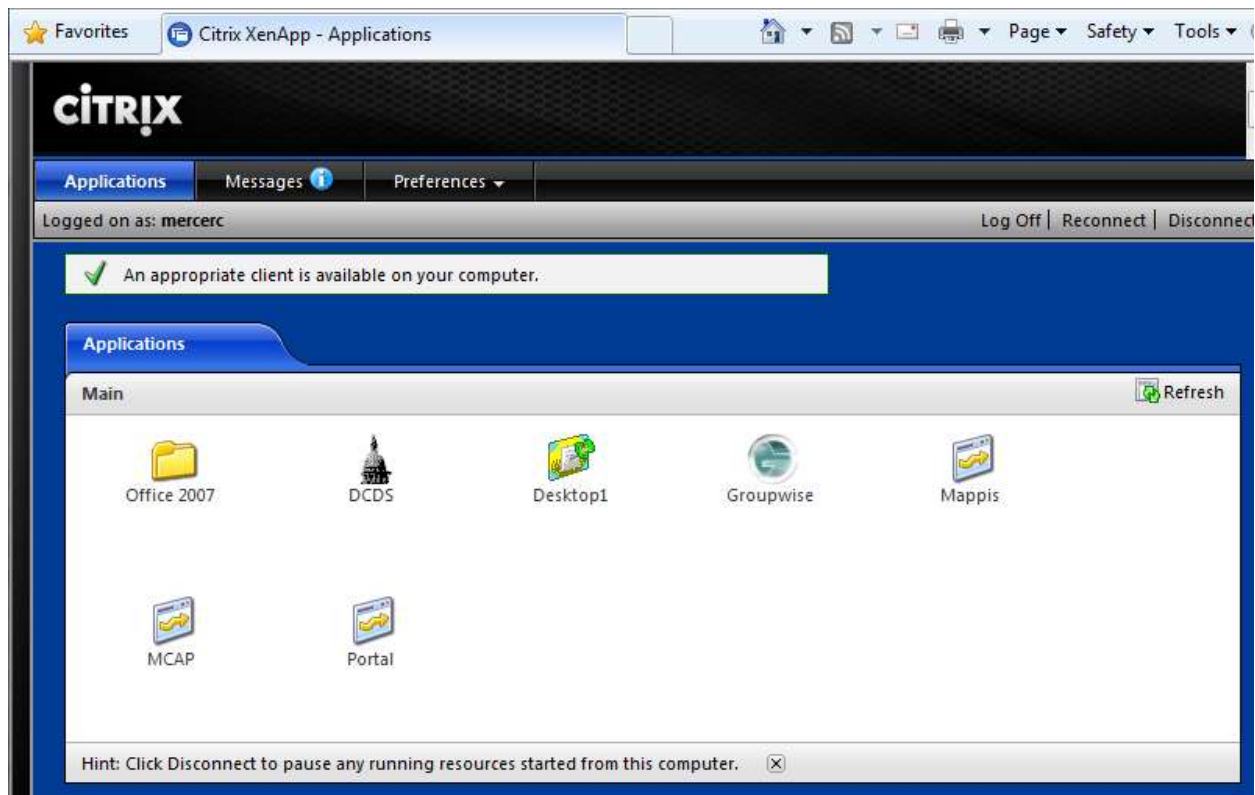


Figure 15: Citrix application portal

18. To request remote application access, please send an email to the Automation group.



19. The first time you run an application from the Citrix portal you will be prompted to grant access to your local file system. In order to copy files directly from your home PC to your office drives such as g:\ or f:\, select “Full Access, and “Never ask me again, and click the “OK” button.



Figure 16: Citrix client file security